

**IMPORTANT NOTICE DATED  
IMPORTANT NOTICE ON DISCONTINUATION OF CIMB ENRICH CREDIT CARD**

Dear CIMB Enrich Credit Cardholders,

Please be informed that the CIMB Enrich Credit Card will be discontinued by 1 April 2023. If you are still holding a CIMB Enrich Credit Card, please call our Consumer Contact Center at +603 6204 7799 to arrange for a CIMB Travel Credit Card replacement to avoid usage disruptions.

The discontinuation will affect all CIMB Enrich Credit Cards products:

Product(s)	Effective Date of CIMB Enrich Credit Cards Discontinuation
1. CIMB Enrich Platinum Credit Card 2. CIMB Enrich World Credit Card 3. CIMB Enrich World Elite Credit Card	<b>01 April 2023</b>

Please refer to the table below on the new replacement card type.

(OLD Existing) CIMB ENRICH CARD	(NEW REPLACEMENT) CIMB TRAVEL CARD
<p align="center"><b>CIMB Enrich World Elite</b></p> 	<p align="center"><b>CIMB Travel World Elite</b></p> 
<p align="center"><b>CIMB Enrich World</b></p> 	<p align="center"><b>CIMB Travel World</b></p> 
<p align="center"><b>CIMB Enrich Platinum</b></p> 	<p align="center"><b>CIMB Travel Platinum</b></p> 

## FREQUENTLY ASKED QUESTIONS (FAQ)

### 1. Why is the CIMB Enrich Credit Card ('CIMB Enrich Card') being discontinued?

The collaboration between CIMB Bank Berhad ('CIMB') and Malaysia Airlines Berhad ('Malaysia Airlines') with regards to the CIMB Enrich Card has ended. With that, all CIMB Enrich Credit Cards will no longer be available by 1 April 2023:

- CIMB Enrich Platinum Credit Card
- CIMB Enrich World Credit Card
- CIMB Enrich World Elite Credit Card

### 2. Can I use my CIMB Enrich Card before 1 April 2023?

Yes, you can continue to use your CIMB Enrich Card until 31 March 2023. After which, the card will be discontinued and can no longer be used.

### 3. Which replacement card will I receive?

Your CIMB Enrich Card will be replaced based on the card type listed below.

(Old) CIMB Enrich Card	(New) CIMB Travel Card
CIMB Enrich World Elite Credit Card	CIMB Travel World Elite Credit Card
CIMB Enrich World Credit Card	CIMB Travel World Credit Card
CIMB Enrich Platinum Credit Card	CIMB Travel Platinum Credit Card

### 4. When can I expect to receive my new CIMB Travel Card once I've called for a replacement? Can I still use my existing CIMB Enrich Card?

Your new replacement card will arrive between 7 to 14 days. At the same time, for security reasons, your existing CIMB Enrich Card will be disabled.

### 5. I have existing outstanding balance, auto-pay, auto-billing, installments and/or Zing Card in the current CIMB Enrich Card, what will happen to it?

Any outstanding balances or existing installment products reflected on your card will be reflected on your new CIMB Travel card.

For payment services such as auto-billing and recurring transactions, it will be reflected as per existing instructions. However, we do encourage you to check and monitor your retail or recurring transactions via our online banking platform or monthly credit card statements frequently. Do contact us immediately if you detect any abnormalities.

### 6. I am using my CIMB Enrich Card for e-wallet payment/top-up/auto-reload, will this impact my e-wallet?

As soon as you receive your new CIMB Travel Card, please activate your new card and update your new card details such as CVC and card expiry date in your respective e-wallets.

### 7. Will my payment date change after my card replacement?

Your payment date remains the same.

### 8. When I receive my new CIMB Travel Credit Card. Can I use my card immediately?

Please activate your credit card first via the following channels.

Option 1: SMS CA<space>last 4-digit of card number and send to 68833 (Example: CA 1234) or;

Option 2: Call the number at the back of your card > Select 1 > Select 3

Find out more on card activation [here](#).

**9. Can I still use my CIMB Enrich Card once the new CIMB Travel Card is activated?**

No. Once you have activated the new CIMB Travel Card, the existing CIMB Enrich Card will be deactivated.

**10. What about my supplementary cardholder(s), do I need to request for a new replacement card?**

Yes. Principal cardholder need to call in on behalf to request for the new replacement card.

**11. What will happen to my existing CIMB Enrich Card if I do not wish to replace to the new CIMB Travel Card?**

Your existing CIMB Enrich Card will be discontinued by 31 March 2023, therefore you will not be able to use the card for any transactions.

If you have any auto-billing, standing instruction, Zing Card and/or insurance/takaful payment under your existing CIMB Enrich Card, you will need to update your instructions accordingly prior to the discontinuation date to avoid service or usage disruption.

**12. I do not want a new replacement card and I still have outstanding balance in my CIMB Enrich Card, what will happen to it after 31 March 2023?**

Any outstanding balances will still be due and payable. Instalment payment plans under your existing CIMB Enrich Card or supplementary Card (if any) will not be affected, and you can continue to pay as per the tenure subscribed upon discontinuation of your CIMB Enrich Card.

**13. I have made a purchase on 31 March 2023 with my CIMB Enrich Card, but it only posted after 1 April 2023. What will happen to the transaction?**

You are liable for any outstanding balances. The outstanding balances will still be due and payable.

**14. Can I request for a CIMB Travel Card after 1 April 2023?**

Yes, please call our Consumer Contact Centre within 30 days from the discontinuation date. After that grace period, you need to re-apply a credit card as a new applicant.

Note: Your account will be disabled effective 1 April 2023.

**15. Can I cancel my CIMB Enrich Card and apply for another CIMB Credit Card?**

Yes, if you wish to apply for another CIMB Credit Card that is more suitable to your lifestyle, do visit our website [here](#) and explore the different credit cards that are available.

If you wish to cancel your existing card, call our Consumer Contact Centre. The number is available at the back of your card as well as published on the CIMB Contact Us page of our website.